

**CYNGOR AR BOPETH CYLCH CONWY DISTRICT CITIZENS ADVICE BUREAU**

**REPORT OF THE TRUSTEES AND  
AUDITED FINANCIAL STATEMENTS  
FOR THE 15 MONTH ACCOUNTING PERIOD ENDED  
30 June 2025**

REGISTERED COMPANY NUMBER: 05925213 (England & Wales)  
REGISTERED CHARITY NUMBER: 1123006

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**Registered Company Number:** 05925213 (England and Wales)

**Registered Charity:** 1123006

**Registered Office:** Town Hall, Lloyd Street, Llandudno, Conwy LL30 2UP

**Trustees (during the period 1 April 2024 to 30 June 2025)**

Peter McGlory (elected 25 January 2008)..... Chair of Trustee Board

Peter Reginal Lewis MBE (elected 11 October 2012)..... Treasurer

Vinita Ramkalowon (elected 29 November 2022, resigned 10 October 2024)

Frank Bradfield (elected 29 November 2022)

Gwennol Ellis (elected 29 November 2022)

Colin Matthews (elected 29 November 2022, deceased 11 April 2025)

Antony Bertola (elected 19 February 2024)

Stephen Thomas (elected 22 October 2024)

Stewart Burnett Jones (elected 13 January 2025, resigned 9 December 2025)

Owain Rowlands (elected 13 January 2025, resigned 7 January 2026)

**Auditor**

Barrie Buels, Crestmere Limited Chartered Certified Accountants,  
Unit F1, Intec Ffordd Y Parc, Parc Menai, Bangor, Gwynedd LL57 4FG

**Key Management**

Dawn Green - Chief Executive and Company Secretary

## **Bankers**

Lloyds Bank - Business Account & Instant Access Savings - 22 Mostsyn Street, Llandudno, LL30 2RU.

Unity Trust – Instant Access Savings Account - 4 Brindley Place, Birmingham, B1 2JB.

## **TRUSTEES' ANNUAL REPORT**

Cyngor ar Bopeth Cylch Conwy District Citizens Advice Bureau (Conwy CAB) is a registered charity and a company limited by guarantee. Memorandum and articles (incorporated) 5 September 2006 as amended on 20 June 2024. It is governed by a board of trustees who are also directors for the purposes of the Companies Act 2006. This is their annual report and the financial statements for the charity for the 15 month period ended 30 June 2025. The financial year end was extended to 15 months (year ending 31 March 2025 to 15 month period ending 30 June 2025) owing to a planned merger with Cyngor ar Bopeth Gwynedd Citizens Advice on 1st July 2025.

This report comprises a Trustees' Report under the Charities Act 2011 and a Directors' Report under the Companies Acts.

## **OBJECTIVES AND ACTIVITIES**

The charity's objects ('Objects') are specifically: to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the County Borough of Conwy and surrounding areas.

Trustees have agreed the following aims:

- To provide a service that is free, independent, confidential and impartial; and
- To value diversity, promote equality and challenge discrimination.

Trustees have agreed that we exist to shape a society where people face far fewer problems. Our national charity and network of local charities are united by this common purpose.

- We are driven by our ambition to make things better for people, individually and collectively.
- We are driven by the power of good advice, to help people solve their problems.
- We are driven to change the underlying causes of problems, through our work with governments and other organisations.

In pursuing these aims we are focussed on ensuring that advice is available when and where Conwy people need it and that they are able to access that advice face to face, by telephone or digitally in the way that best meets their needs. Our campaigning involves engagement with government agencies locally and nationally as both can have a significant impact on Conwy people and the problems they face.

In furtherance of these aims we seek to secure training and employment opportunities for local people providing bilingual advice, face to face, by phone, or email across Wales and England.



**TRUSTEES’ ANNUAL REPORT**

**Public Benefit**

The trustees have paid due regard to the Charity Commission’s guidance on public benefit in deciding the activities undertaken during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

**Grants**

The trustees have not made any grants in furtherance of the Charity’s objectives during the extended accounting period April 2024 - June 2025.

**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities April 2024 - June 2025**

Unique clients by Conwy Citizens Advice	<b>3,368</b>
Total issues Conwy Citizens Advice helped with	<b>21,166</b>
Total gains for all clients (financial outcomes)	<b>£4.9m</b>
Number of debt clients	<b>697</b>
Clients where debt was written off	<b>75</b>
Total value of debt written off	<b>£1.2m</b>
Clients where debts were successfully rescheduled	<b>19</b>
Total value of debts successfully rescheduled	<b>£93k</b>
Number of clients with consumer issues	<b>971</b>
Number of benefits or tax credit clients	<b>1,600</b>

However, the recorded outcomes represent only a small fraction of the **impact** of our work as we do not have the resources to follow up with every client until their issue has been resolved. National research indicates that the value of our advice far exceeds the results formally recorded on the casebook system. Using the average outcomes from national research and comparing this with the number of clients we helped with different issues, we can estimate that overall, for every **£1** invested in Citizens Advice Conwy, during the period April 2024 - June 2025 we delivered:

- **£1.32** in savings to government and public services (*fiscal benefits*) (£1.43 in 23-24)

By helping stop problems occurring or escalating, we reduce the pressure on public services such as health, housing or out-of-work benefits.

Total: **£1.2m** (878k)

- **£9.55** in wider economic and social benefits (*public value*) (£11.39)

Solving problems improves lives – and this means better wellbeing, participation and productivity for the people we help.

Total: **£8.8m** (£6.9m)

- **£8.06** in value to the people we help (*financial outcomes following advice*) (£8.08)

Through our advice, we can increase people's income. We can help them get debts written-off, take up benefits they're entitled to or get compensation for problems.

Total: **£7.4m** (£4.9m)

These three viewpoints on impact (fiscal, public and people) cannot be added together.

## Financial Review

The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

### Financial position

There was a surplus for the 15 month accounting period ending 30 June 2025 of £76,186 (The surplus in the previous year was £30,095. The surplus will enable us to maintain reserves as required, with additional surpluses allocated to future service provision.

In addition to continuing existing programmes, during the period April 2024 to June 2025 we were awarded funding from the UK Government's Shared Prosperity Fund courtesy of Conwy County Borough Council. This enabled us to continue the delivery of Cost Wise Conwy until

## **TRUSTEES' ANNUAL REPORT**

January 2025: Working with clients across the Borough who are struggling as a result of the Cost of Living and Energy Crises. In addition we received funding to support 12 long term unemployed people providing paid trainee placements to achieve competence in advice and/or administration and returning them to sustainable work.

Historic core grant funding from Conwy County Borough Council ended on 31 March 2024 following notification that the Council were facing a significant deficit budget for financial year 2024-25 onwards. We continue to work through a programme of funding applications to replace this essential core funding to support the organisation infrastructure and management costs.

### **Principal funding sources**

The principal funding sources for the 15 months operations were:

- Welsh Government for advice and information services, a proportion of which was raised from a levy from the financial services industry for the purpose of providing debt advice (referred to variously as Single Advice Fund and Advicelink Cymru, delivered in partnership with Citizens Advice charities across Wales, Shelter Cymru and SNAP Cymru). From April 2025 this was recommissioned as a 3 year funded regional service led by Flintshire CAB.
- Conwy County Borough Council for core activities and housing advice
- Various funders to provide energy advice through programmes managed by Citizens Advice. The Moondance Foundation energy funding ended March 2025.
- Colwyn Bay Town Council for advice and support to residents of their area
- Llandudno Town Council for advice and support to residents of their area
- Conwy Town Council for advice and support to residents of their area
- Gwynt Y Mor Community Investment and Rhyl Flats for advice and support across the County's coastal areas (administered by CVSC)
- Clocaenog Wind Farm for bilingual advice and support in rural areas (administered by CVSC)
- Money and Pensions Advice Service for the delivery of Financial Wellbeing Forums across North Wales
- UK Shared Prosperity Fund, administered by Conwy County Borough Council (see above for details)
- The National Lottery Community Fund supporting the county debt advice service for 12 months



## **TRUSTEES' ANNUAL REPORT**

Cyngor ar Bopeth Cylch Conwy District Citizens Advice Bureau is very grateful to all the funders who funded the organisation during April 2024 to June 2025, without which it would not have been possible to help the people of Conwy with their advice needs.

### **Investment policy and objectives**

Our policy is that funds not required for current expenditure will be deposited in interest-bearing bank accounts with one or more secure and reputable banks in accounts providing access within a reasonable notice period.

### **Reserves policy and going concern**

The reserves policy agreed by trustees in March 2024 is to hold unrestricted reserves of £180,000. The policy was further reviewed by the Board in August 2024. Notwithstanding the increase in turnover, the Board agreed to maintain the same policy on the basis that the increase in staffing levels was to a large extent temporary. As at 30 June 2025, the charity had unrestricted reserves totalling £275,328.

The charity's ability to continue to provide current services is largely dependent on funding from grant making trusts, County, Town and Community Councils, and government agencies. The funding available for 2024-25 was projected to be just under £1M however this was exceeded as the financial reporting period was extended for 3 months. The financial statements are prepared on a going concern basis based on the risk assessment and cash flow forecasting exercises undertaken.

### **Looking forward**

The trustees are committed to ensuring that the funding available is used in the most effective way possible to meet our charitable objectives, ensuring that a Citizens Advice service for the residents of Conwy remains available. Following on from the success of the strategic partnership with Citizens Advice Gwynedd, Trustees agreed to explore the feasibility of a merged service. Trustees agreed to explore the feasibility of a merged service. The Merger Working Group recommended that the Trustee Boards of the participating local Citizens Advice offices, having agreed in 2025 to a merger in principle subject to Due Diligence having been duly completed with no additional or substantive risks, barriers or liabilities having been identified, resolved to merge by 30 June 2025.

On 23 June 2025 Conwy Citizens Advice Trustee Board met and agreed to transfer its liabilities and assets to Gwynedd Citizens Advice on 1 July 2025. Gwynedd Citizens Advice Trustee board met and agreed to accept Conwy's liabilities and assets. The merged service has operated as Cyngor ar Bopeth Conwy Gwynedd Citizens Advice under the charity and company of Gwynedd Citizens Advice since 1 July 2025. Formal requests to change the company and charity name are in progress.

## **TRUSTEES' ANNUAL REPORT**

### **Structure, governance and management**

Citizens Advice Conwy is a company limited by guarantee established by its Memorandum of Association dated 2006 and governed by Articles of Association which were updated in June 2024 based on model articles agreed between the Charity Commission and Citizens Advice. It is registered with the Charity Commission. Anyone over the age of 18 years who is not a paid or volunteer worker of the Charity and any corporate body or unincorporated association interested in furthering the work of the charity, can become a member of the charity. The members each agree to contribute £10 in the event of the charity winding up. There are currently 7 individual members and 0 corporate members.

### **Organisational structure**

Citizens Advice Conwy is managed by a board of trustees (directors) who are ultimately responsible for all aspects of its activities and administration. The Chief Executive is appointed by the trustees to manage the day to day operations of the charity; authority for operational matters including finance and employment has been delegated by the trustees to the Chief Executive. The board meets quarterly and there is an executive committee of two members covering management issues which meets more regularly. No trustee receives any remuneration.

The Executive Committee comprised Peter McGlory (Chair) and Peter Lewis (Treasurer).

### **Wider network**

The charity is a member of Citizens Advice (National Association of Citizens Advice Bureaux). Membership of Citizens Advice confers rights and responsibilities. As a condition of membership the charity follows a performance and quality framework consisting of a combination of self-assessment and external checking. The charity agrees to submit itself to periodic audits as is reasonably required and to provide access to Citizens Advice staff or any other person authorised by Citizens Advice. The charity has to ensure that its governing body can demonstrate responsibility, accountability, and compliance with statutory legislation and show that its decisions are based on clear understanding of the relevant issues.

### **Key management remuneration**

The remuneration of paid staff is set by reference to norms in the voluntary sector and in particular other local Citizens Advice offices. The Board has sought to follow the local government pay awards insofar as this is affordable within available resources.



## **TRUSTEES' ANNUAL REPORT**

### **Recruitment, training and appointment of trustees**

As set out in our Articles of Association, the maximum number of trustees is fifteen and there are currently seven. In line with best practice, vacancies for trustees are advertised and applicants are interviewed by a panel. However, any member can nominate an individual to be a trustee by giving notice of their intention to nominate that individual between fourteen days and thirty-five days before the AGM.

New trustees undergo an induction session to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, and recent financial performance of the charity. During the induction they meet key employees and other trustees. Trustees are encouraged to attend appropriate external events.

### **Related parties**

As stated above, Citizens Advice Conwy is a member of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. It also provides a secure electronic case management tool which is used by the charity. Operating policies are based on national guidance and model procedures where provided, but are independently determined by the trustee board of the charity, in order to fulfil its charitable objects and in compliance with national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and council departments on behalf of clients. Where one of the trustees holds a position in a related organisation, they may be involved in discussions regarding that organisation but not in the ultimate decision-making process.

### **Risk management**

The trustees have a duty to identify and review risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against e.g. fraud and error.

The trustees recognise that any major risk the charity is exposed to needs to be reviewed and systems put in place to mitigate those risks. To that end the charity has produced a risk register and action plan to address priority risks and set up a framework for the continuous management and monitoring of risks. Systems are in place to mitigate the risks as they are identified. The risk register is regularly reviewed and in response to medium risks improved emergency procedures and contingency plans are developed.

### **Statement of trustees' responsibilities**

The trustees (who are also directors of Citizens Advice Conwy for the purposes of company law) acknowledge their responsibility for preparing the report of the trustees and the financial statement in accordance with applicable law, and United Kingdom Accounting Standards (United

## **TRUSTEES' ANNUAL REPORT**

Kingdom Generally Accepted Accounting Practice GAAP), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charity SORP
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on the going-concern basis, unless it is inappropriate to presume that the charitable company will continue as a business.

The trustees are responsible for ensuring that proper accounting records are kept which disclose with reasonable accuracy at any time, the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on  
and signed on its behalf by:



Peter McGlory - Trustee, and Chair of the Board



## **INDEPENDENT AUDITOR'S REPORT**

### **TO THE TRUSTEES OF CYNGOR AR BOPETH CYLCH CONWY DISTRICT CITIZENS ADVICE BUREAU**

#### **Opinion**

We have audited the financial statements of Cyngor ar Bopeth Cylch Conwy District Citizens Advice Bureau (the 'charity') for the period ended 30 June 2025 which comprise the statement of financial activities, the balance sheet and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 30 June 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

## **INDEPENDENT AUDITOR'S REPORT**

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## **INDEPENDENT AUDITOR'S REPORT**

### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.



## **INDEPENDENT AUDITOR'S REPORT**

### **Extent to which the audit was considered capable of detecting irregularities including fraud**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

On response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statements disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indications of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

**INDEPENDENT AUDITOR'S REPORT**

Barrie Buels FCCA FCIE  
(Senior Statutory Auditor)

**Crestmere Limited**  
**Chartered Certified Accountants**  
**Sttutory Auditor**

**2026**

## STATEMENT OF FINANCIAL ACTIVITIES

### FOR THE 15 MONTH PERIOD ENDING 30 JUNE 2025

The statement of financial activities includes all gains and losses in the period. Period replacing year.

SOFA for the 15 month period ending 30 June 2025					
		Unrestricted	Restricted	Total 2025	Total 2024
	Note	£	£	£	£
<b>Income and Endowments from:</b>					
Donations and Legacies	2	934	-	934	283
Charitable Activities	3	91,898	1,013,811	1,105,709	646,625
Other Income	4	52,840	-	52,840	18,704
<b>Total Income</b>		145,672	1,013,811	1,159,483	665,612
<b>Expenditure on:</b>					
Charitable Activities	5	80,861	1,002,437	1,083,298	635,517
<b>Total Expenditure</b>		80,861	1,002,437	1,083,298	635,517
<b>Net Income/(Expenditure) for the financial year</b>		64,811	11,375	76,186	30,095
Transfers between funds	12	(3,192)	3,192	-	-
		61,619	14,567	76,186	30,095
<b>Reconciliation of Funds:</b>					
Total funds brought forward		213,709	-	213,709	183,614
<b>Total funds Carried Forward</b>		275,328	14,567	289,895	213,709
2024 Total covers the 12 month period ending 31 March 2024					
As reporting period has been extended from 31 March to 30 June, the 2025 total covers a 15 month period ending 30 June 2025					

The statement of financial activities includes all gains and losses in the year.  
All income and expenditure derive from continuing activities.

The notes on pages 21 - 29 form part of these financial statements.

## BALANCE SHEET

### FOR THE 15 MONTH PERIOD ENDING 30 JUNE 2025

	Note	Total 2025	Total 2024
<b>Current Assets</b>			
Debtors	10	22,966	49,905
Cash at bank and in hand		456,500	340,509
		479,466	390,414
<b>Liabilities</b>			
Creditors - amounts falling due within one year	11	189,571	176,706
<b>Net Current Assets</b>		289,895	213,708
<b>Net Assets</b>		289,895	213,708
<b>Charity Funds:</b>			
Restricted funds		14,567	-
Unrestricted funds		275,328	213,708
		289,895	213,708

The charitable company is not entitled to exemption from audit under Section 477 of the Companies Act 2006 as the income and expenditure exceeds £1M.

Registered Charity Number: 1123006

Registered Company Number: 05925213 (England and Wales)

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.



The Trustees acknowledge their responsibilities for:

- a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006, and
- b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the board of trustees on

and signed on its behalf by:

PM<sup>c</sup>Glory.



**STATEMENT OF CASH FLOWS AT 30 JUNE 2025**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Operating activities</b>		
Net cash (used in)/provided by operating activities	115,990	135,815
Interest paid	-271	(93)
Investment income	-6,797	(468)
	108,922	135,254
<b>Investing activities</b>		
Investment income	6,797	468
Interest	271	93
Net cash provided by investing activities	7,068	561
Change in cash and cash equivalents in the reporting period	115,990	135,815
Cash and cash equivalents at beginning of period	340,510	204,695
Total cash and cash equivalent at end of reporting period	456,500	340,510

# 1 **Accounting policies**

## **1.1 Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under Financial Reporting Standard 102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The charitable company is not a member of a group and the financial statements cover its activities as an individual entity. The financial statements are prepared under the historical cost convention and in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern.

## **1.2 Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives of the company at the discretion of the trustees.

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors, or which have been raised by the company for specific purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

## **1.3 Income**

All income is recognised in the Statement of Financial Activities (SOFA) once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donated services and facilities are included at the value to the charity where this can be quantified and is material except that the value of services provided by volunteers has not been included in these accounts.

Voluntary income is received by way of grants (including Government grants), donations and gifts, including gift aid where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, is accounted for when it is probable that the income will be received and the amount can be measured reliably and it is not deferred.

#### **1.4 Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates. Charitable expenditure includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them. All costs have been allocated to activity cost categories on a basis consistent with the use of resources. Support costs include all those overhead costs of office accommodation, utility services and other services and costs which support the charity's activities. Also the costs of meeting the constitutional and statutory requirements of the charity and costs linked to the strategic management of the charity.

#### **1.5 Operating leases and hire purchase agreements**

The charity classifies leases of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are expensed on a straight line basis over the term of the lease.

#### **1.6 Tangible fixed assets and depreciation**

Tangible fixed assets for use by the charity are stated at cost or, in cases where fixed assets have been donated, at valuation at time of acquisition, less depreciation. The cost of minor additions or those costing below £500 are not capitalised.

- Furniture and equipment is written off on a straight-line basis over an estimated useful life of four years.
- Computer equipment is written off on a straight-line basis over an estimated useful life of four years.
- Improvement to leasehold property is fully depreciated in the year the expense is incurred.

#### **1.7 Transfers between funds**

Any restricted funds that over-spent and are in deficit, are supported using core funding by means of a transfer between funds.

#### **1.8 Pension costs and other post-retirement benefits**

The charitable company enrolls staff in a defined contribution pension scheme. Contributions payable to the pension scheme are charged to the Statement of Financial Activities in the period to which they relate. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.



The reporting period is 1st April 2024 to 30 June 2025 (15 months)				
The comparative reporting period is 1st April 2023 to 31 March 2024 (12 months)				
			<b>Total</b>	<b>Total</b>
	<b>Unrestricted</b>	<b>Restricted</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>2 Donations &amp; Legacies</b>				
<b>Voluntary Income</b>				
Donations	934	-	934	283
	934	-	934	283
			<b>Total</b>	<b>Total</b>
	<b>Unrestricted</b>	<b>Restricted</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>3 Income from Charitable Activities</b>				
Provision of Advice and Information:				
Local Councils	41,193	-	41,193	105,133
Welsh Gov. Single Advice Fund and Advice Link		353,515	353,515	272,324
Energy		27,003	27,003	27,995
Housing Solutions		47,097	47,097	34,469
Gwynt y Mor		15,000	15,000	30,000
Other	50,705	50,516	101,221	65,710
Citizens Advice Cost of Living		-	-	15,000
SPF CWC / Volunteering		382,681	382,681	32,465
Access partnership		22,050	22,050	22,050
Warmer Wales		41,479	41,479	41,479
Windfarm funding		24,622	24,622	
Moondance		49,849	49,849	
			-	
	91,898	1,013,811	1,105,709	646,625
Of the £646,625 received during 2023/24, £541,492 was Restricted funds, and £105,133 was Unrestricted funds.				
Included in Other total (12 month period ending 31 March 2024) of £65,710; Forces for Energy £14,201 / Veterans MAPS WellBeing £10,000 / BIP £10,440 / Clogaenog £12,715 / Winter Capacity £10,051				
Included in Other total (15 month period ending 30 June 2025) of £101,221; SPEN £34,619 / Garfield Weston £7,5				
Groundwork £1,000 / Adhoc £86 / Clogaenog £4,239 / MAPS WellBeing £10,000 / TNL Community £19,989 /				
Veterans £11,624 / Waterloo Foundation £7,500 / Burbo Bank £4,665				

4	Other Income			Total	Total
		Unrestricted	Restricted	2025	2024
		£	£	£	£
	Bank Interest	6,797	-	6,797	468
	Other Income	46,043	-	46,043	18,237
	<b>Total</b>	<b>52,840</b>	<b>-</b>	<b>52,840</b>	<b>18,705</b>
Total Other Income of £18,705 during the 12 month period ending 31 March 2024 was all Unrestricted					

5	Charitable Activities Costs			Total	Total
		Unrestricted	Restricted	2025	2024
		£	£	£	£
	<b>Charitable activities</b>				
	Direct Costs	63,939	816,519	880,458	475,727
	Support costs (see below)	16,922	185,918	202,840	159,791
	<b>Total</b>	<b>80,861</b>	<b>1,002,437</b>	<b>1,083,298</b>	<b>635,518</b>
	<b>Support costs</b>				
	Salaries/management	11,145	104,475	115,620	77,555
	Governance	872	15,040	15,912	11,731
	Other	4,905	66,402	71,308	70,505
		<b>16,922</b>	<b>185,918</b>	<b>202,840</b>	<b>159,791</b>
Support costs are shared overheads costs, shared on the basis of staff FTEs					
Of the 2024 total costs of £635,518, Unrestricted total was £96,834 and Restricted total was £538,684					



6 Net Income or Expenditure for the reporting period					
				15 months ending	12 months ending
				30-Jun-25	31-Mar-24
				£	£
This is stated after charging:					
Independent Examiner's fee				2,220	1,800
Operating lease costs				37,462	9,180
Hire of office equipment				4,017	880

7 Information about Trustees, Directors and Employees						
Aggregate payroll costs:				2025	2024	
				£	£	
Wages and salaries				796,046	456,364	
Social Security costs				66,353	33,441	
Pension costs				25,932	12,790	
Total				888,331	502,595	
The average number of employees was:					18	
The charity considers its key management personnel comprise the trustees and the Chief Officer, and Manager. Total emoluments, including Employer's pension contributions and Employer's NI, of key management personnel were £130,197 ( 15 month period to end June 2025) (2024: £92,548 for the 12 month period ending 31 March 2024)						

No employee received remuneration of more than £60,000.

## 8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2024 – £nil).

## 9 Pensions

The charitable company enrolls staff in a defined contribution pension scheme administered under auto-enrolment regulations. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amount to £25,932 (2024: £12,790 ).

<b>10</b>	<b>Debtors - amounts falling due within one year</b>			
			<b>2025</b>	<b>2024</b>
			<b>£</b>	<b>£</b>
	Accrued Income		8,778	29,621
	Prepayments		3,225	10,284
	Trade Debtors		10,963	5,000
	Other Debtors		-	5,000
			<b>22,966</b>	<b>49,905</b>
<b>11</b>	<b>Creditors - amounts falling due within one year</b>			
			<b>2025</b>	<b>2024</b>
			<b>£</b>	<b>£</b>
	Trade creditors		17,160	14,439
	Social security and other taxes		23,383	3,809
	Accruals & Deferred Income		149,028	142,812
	Other Creditors		-	15,646
			<b>189,571</b>	<b>176,706</b>
<b>12</b>	<b>Deferred Income</b>			
		At 1 April 2024	Movement	Deferred At 30 June 2025
		£	£	£
	Deferred Income	127,307	-127,307	114,729

13	Restricted funds					
		31/03/2024				Balance at
		Balance	INCOMING	OUTGOING	TRANSFERS	30/6/2025
		£	£	£	£	£
	Access Partnership		22,050	(21,992)	(58)	-
	Brenig WindFarm		15,872	(14,924)	(948)	-
	Burbo Bank		4,665	(6,121)	1,456	-
	Clogaenog		4,239	(3,313)	(925)	-
	Energy projects (incl EAP)		27,003	(18,927)	-	8,076
	GYM Comm Investment		15,000	(10,565)	-	4,435
	HS		47,097	(48,254)	1,157	-
	MAPS Wellbeing Forums		10,000	(7,944)	-	2,056
	Moondance		49,849	(53,443)	3,595	-
	Claim Whats Yours		75,600	(75,601)	1	-
	SAF CF		171,830	(171,752)	(78)	-
	SAF Debt		71,929	(71,963)	33	-
	SAF WB		34,156	(34,192)	35	-
	SAF CWC		159,971	(159,405)	(566)	-
	SPF funding		222,710	(221,175)	(1,535)	-
	TNL Community Fund		19,989	(20,128)	139	-
	Veterans Foundation		11,624	(11,723)	100	-
	Warmer Wales		41,479	(41,182)	(297)	-
	Windfarms		8,750	(9,833)	1,083	-
		-	1,013,811	(1,002,437)	3,192	14,567



The following projects are funded to deliver services to meet specific client group needs:

	31/03/2024				Balance
	Balance	INCOMING	OUTGOING	TRANSFERS	at 30/6/2025
	£	£	£	£	£
SAF Specialist		106,086	-106,154	68	
Community Focus		171,830	-171,752	-78	-
Brenig Wind Farm		15,872	-14,924	-948	-
Burbo Bank		4,665	-6,121	1,456	-
Clogaenog		4,239	-3,313	-925	-
Energy projects (incl EAP)		27,003	-18,927	-	8,076
GYM Comm Investment		15,000	-10,565	-	4,435
Housing Solutions		47,097	-48,254	1,157	-
MAPS Wellbeing Forums		10,000	-7,944	-	2,056
Moondance		49,849	-53,443	3,595	-
Claim Whats Yours		75,600	-75,601	1	-
TNL Community Fund		19,989	-20,128	139	-
Veterans Foundation		11,624	-11,723	100	-
Warmer Wales		41,479	-41,182	-297	-
Windfarms		8,750	-9,833	1,083	-
	-	609,081	-599,865	5,351	14,567

#### 14 Commitments under operating leases

Minimum lease payments under non-cancellable leases fall due as follows:

		2025	2024	
		£	£	
Within one year		25,409	12,384	
Within two and five years		97,676	59,472	
Later than 5 years		16,681	9,360	
		139,766	81,216	
The reporting period is 1st April 2024 to 30 June 2025 (15 months)				
The comparative reporting period is 1st April 2023 to 31 March 2024 (12 months)				

<b>15</b>	<b>Movement in Funds</b>				
		<b>At 1 April 2024</b>	<b>Net Movement</b>	<b>Transfers</b>	<b>At 30 June 2025</b>
		<b>£</b>	<b>£</b>		<b>£</b>
	<b>Restricted Funds:</b>				
	Advice services	-	11,374	3,192	14,566
		-	11,374	3,192	14,566
	<b>Unrestricted Funds:</b>				
	General fund	213,709	64,811	(3,192)	275,328
	<b>Total Funds</b>	<b>213,709</b>	<b>76,185</b>	<b>-</b>	<b>289,894</b>

<b>16</b>	<b>Reconciliation of net movement in funds to net cash inflow from operating activities</b>				
				<b>2025</b>	<b>2024</b>
				<b>£</b>	<b>£</b>
	Statement of Financial Activities : Net movement in funds			76,186	30,095
	Adjustments for:				
	Decrease/(increase) in debtors			26,939	
	Increase/(decrease) in creditors			12,865	
	<b>Net cash (outflow)/inflow from operating activities</b>			<b>115,990</b>	<b>30,095</b>

## 17 Related Party Transactions

There were related party transactions between Cyngor Ar Bopeth Conwy District Citizens Advice and Citizens Advice (National Association of Citizens Advice Bureaux) during the year.

The charity paid £7,159 to Citizens Advice in membership fees and to cover the cost of insurance, financial support, and information services (2024: £6,924).

No amounts were outstanding at the year end.

## 18 Taxation

The company, being a registered charity with minimal trading income, has been granted exemption from corporation tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.